

Building Full Lives: Jamie Iskerka-Dutton

Jamie has been attending Headwaters day services program in Rhinelander Monday through Friday from 8am to 3pm for 4 years since she left high school at age 19. Jamie's support staff describe her as a very caring and loving person who has had to overcome many obstacles many of us would find difficult.

Over the years, Headwaters staff have encouraged her to develop healthy relationships and connect to community opportunities. When Nicolet College launched their Jump!Start Program in 2014, Jamie was one of the first individuals Headwaters supported in a postsecondary educational environment and she was the first person in the Jump!Start program to secure a work experience at Nicolet in the culinary department.

Like many young ladies, Jamie is always watchful of every opportunity for self-improvement. When Headwaters posted an announcement in the spring of 2016 about starting a service transformation pilot group, Jamie jumped at the chance to be involved. Jamie aspired to get a job, build her friendships and connections, and move from her home town of Elcho, 45 minutes away, into an apartment in Rhinelander, and continue to grow her small crafting business.



Jamie (left), her roommate & Headwaters staff

Jamie's Week Before Building Full Lives Service Transformation

Monday	Tuesday	Wednesday	Thursday	Friday
AM: Day Services, Life Skills- 3 hours @ 1:8 Support Ratio	AM: Day Services, - 3 hours @ 1:6 Support Ratio	AM: Day Services, Yoga- 3 hours @ 1:6 Support Ratio	AM: Day Services - 3 hours @ 1:8 Support Ratio	AM: Day Services, Community Integration- 3 hours @ 1:5 Support Ratio
PM: Day Services - 3 hours @ 1:6 Support Ratio	PM: Day Services, Life Skills - 3 hours @ 1:8 Support Ratio	PM: Day Services, Art- 3 hours @ 1:6 Support Ratio	PM: Day Services, Photography - 3 hours @ 1:6 Support Ratio	PM: Day Services, Life Skills- 3 hours @ 1:8 Support Ratio

As part of the Headwaters new community-based service pilot, Jamie and her team began the Discovery process, from which they developed a positive personal profile and personal goals, and helped her apply for DVR services. Jamie realized, while she has culinary talents and loves to cook for her friends and family, she does not want to get a job in the food service industry. The hobby she enjoys has become her passion- crafts. She and her team continue to tweak her goals as she moves forward in her life.

Headwaters worked with her on interview skills and took Jamie on several job shadows, which is how she learned about an opportunity at Hobby Lobby. Typically, Hobby Lobby only hires people who can use a cash register, however, Headwaters negotiated an exception and secured a job for Jamie in August 2016. Jamie works 2 days per week for 5-6 hours each shift making \$10.23 an hour. She is responsible for unwrapping and prepping shipments of products for placement on the sales floor. A coworker recently said of Jamie, "She is so cheerful and hardworking. I enjoy every day I work with her!". Jamie intends to work as hard as she can to not only keep her job but to learn new skills and grow within the company.

On the days Jamie works at Hobby Lobby, she doesn't go to the Headwaters building before or after work. This was an intentional decision made between Headwaters and Jamie because transitions can be difficult for her. Since making this decision, Jamie has not missed a day of work at Hobby Lobby. This was a shift for Headwaters – all the people who have community jobs are transported to the facility and job coaches take them to work. Katherine Garrison, Headwaters' Community Services Manager, said "Headwaters had to learn what was best for Jamie and change our model in order to get to know her in this new "work" way and set her up for success." Once Jamie was comfortable with this new way of handling her work day, her team then complicated it further by challenging her to meet her job coach at Hobby Lobby using public transit. Jamie is in the process of becoming self-reliant in her personal morning routine, then catching public transit to work independently.



Jamie at her weekly Business Mentor meeting

Headwaters' new services are helping Jamie develop other life skills and connect to her new community in meaningful ways. They are helping her learn math and money skills, find a welcoming church, support her to polish up on her crafts, and take cooking classes. She volunteers with a small group of people at a homeless shelter and goes independently to help at a nursing home to prepare meals and do activities. All of these opportunities afford Jamie the chance to learn compromise, negotiation, sharing, and effective communication and positive relationship mentoring. Headwaters is pursuing another

volunteer opportunity to place food on shelves at the local food pantry, which will help her prepare for advancing to the sales floor at Hobby Lobby. She is taking more responsibility for herself by learning safety on the Internet, how to make doctor's appointments, and doing her own laundry and healthy meal planning. About all these new activities, Jamie says "I like being busier, I'm not bored anymore."

"I thought about the job I wanted and asked for help getting to the interview. I felt really good when I got it because I tried something new and I succeeded." Jamie Iskerka-Dutton



Jamie at her apartment

In November 2016, Jamie found a roommate and an apartment in Rhinelander. Headwaters offers supported living services as well, and some of the staff that support her during the day will also provide support at her apartment. She was also given the chance to interview and choose the support for her apt. In this way Jamie learned about herself and what she needs and how to express her needs so that others can help her.

This model of wrap around support will provide Jamie with continuity of staff to develop her skills across all facets of her life and provide a seamless approach to supporting her life. Now that she is living with a female and has female staff, Jamie is enjoying the "girly" influences.

Moving to Rhinelander opens up many new opportunities for Jamie. She is applying for a YMCA membership and plans to do Zumba and swimming with her roommate. She plans to join a knitting or crocheting group and would like to get a table at the local flea market to sell her crafts. A crafting mentor was identified for Jamie and they have begun meeting every week. This mentor will help Jamie to improve her craft skills and develop a small hobby business that she can enjoy. She has researched and identified Kidknits as a way to enhance her knitting story while giving back to

the world. Her roommate has taken continuing education classes at Nicolet, which Jamie is interested in also. They plan to take the classes together, with her roommate as her mentor. In turn, Jamie has inspired her roommate, who has spent many years working in the work center, to become part of Headwaters’ next round of Building Fuller Lives Project for community-based services.

Jamie’s Week After Building Full Lives Service Transformation

Monday	Tuesday	Wednesday	Thursday	Friday	Monday	Tuesday
AM: Volunteer, Friendly Village Nursing Home - 4 hours with all Natural Supports	AM: Paid Employment Hobby Lobby - 5 hours @ 1 hour Job Coaching and 4 hours Natural Supports	AM: Paid Employment Hobby Lobby- 5 hours @ 1 hour Job Coaching and 4 hours Natural Supports	AM: Volunteer, Friendly Village Nursing Home - 4 hours with all Natural Supports	AM: Day Services, Life Skills - 3 hours @ 1:8 Support Ratio	AM: Volunteer, Friendly Village Nursing Home - 4 hours with all Natural Supports	AM: Paid Employment Hobby Lobby - 5 hours @ 1 hour Job Coaching and 4 hours Natural Supports
PM: YMCA, Personal Health Goals – 2 hours with 1:1 Support Ratio	PM: YMCA, Personal Health Goals – 2 hours with 1:1 Support Ratio	PM: YMCA, Personal Health Goals – 2 hours 1:1 Support Ratio	PM: Personal Planning – 2 hours with all Natural Supports	PM: YMCA, Personal Health Goals – 2 hours @ 1:1 Support Ratio	PM: YMCA, Personal Health Goals – 2 hours with 1:1 Support Ratio	PM: YMCA, Personal Health Goals – 2 hours with 1:1 Support Ratio
Evening: Producing Crafts	Evening: Movie/Game Night with Friends	Evening: YMCA-Zumba	Evening: YMCA Tai- Chi/Swimming	Evening: Cleaning Her Apt./ Watch T.V.	Evening: Free Time	Evening: Free Time

When Jamie spent her days in the facility-based program and isolated in a small community, she had few positive role models. She depended on staff for most interactions and socialization. Now that she is working and has developed relationships with her roommate, people at Nicolet, and people she volunteers with, and others in the community, Headwaters has begun fading supports. Jamie is quickly becoming more independent at work, at home, and in the community. The primary role of staff is to support positive social interactions and foster community relationships that will model good behavior and ensure Jamie will continue to grow as a person to her fullest potential. Wen asked “what advice would you give to other people wanting to have a fuller life?” Jamie responded “Know what you want, be honest about it. Then, try your hardest to make it happen.”